

CANADA Platinum Distributor Program Summary

Updated June 2024

DISCOUNT STRUCTURE			PRODUCT ELIGIBILITY	
Product Type/Family	Any Quantity		Backpack vacuum models	
Vacuums & AirMovers	49%		Battery vacuum models	
Product Type/Family	Qty 1-99	Qty 100+	Upright vacuum models	
Intercept Micro® Filters	50%	65%	Wet/Dry vacuum & AirMover models	
Product Type/Family	Any Quantity		Intercept Micro Filters	
Parts, Accessories, ProDusters®	45%		Parts, accessories, ProDusters	

Quantity discounts based on mix-and-match within the same Product Type/Family.

General Guidelines

PRICING:

- Discount percentages are off the most current list price. Prices are subject to change without notice.
- Quantity discounts apply to single orders shipping to one location.

MINIMUM ORDER:

- All orders less than \$75 USD will be assessed a \$10 USD service charge.

SHIPPING:

- ProTeam/Emerson is the Importer of Record on all shipment methods to Canada.
- Free, prepaid ground freight will be applied on all single **orders involving vacuums/AirMovers (“equipment”)** with an invoice total of \$1,000 USD or greater shipping to one location. Distributor is responsible for GST and all other applicable taxes. Distributor is responsible for ALL freight charges, applicable fees and taxes on equipment orders less than \$1,000 USD.
- Free, prepaid ground freight will be applied on all single **orders involving qualifying parts/accessories/filters only** with an invoice total of \$250 USD or greater shipping to one approved distributor warehouse location (no customer drop-shipments allowed). Distributor is responsible for GST and all other applicable taxes.
- Distributor is responsible for ALL freight charges and expedited order fees on any expedited/rush shipments, regardless of invoice amount.
- Standard-sized orders of stocked items shipping from the Ontario warehouse and qualifying items shipping from the USA direct to an approved distributor location generally depart within 3 business days after the order is booked.
- Non-stocked equipment, large orders and other combinations will be shipped via cross-dock method from the USA to the Ontario warehouse and then on the destination. Generally, the order departs the Ontario warehouse within 7-11 business days after a new order is booked, depending on the date of processing.

PLACING ORDERS:

- Orders may be placed by email at customerservice.proteam@emerson.com, by phone at 866-888-2168 or by fax at 800-844-4995.
- Please include your ProTeam account number and use the item numbers and descriptions listed in ProTeam’s Product Guides or website to help avoid confusion, delay or incorrect ordering.

RETURN POLICY:

- The full Return Policy can be obtained online at www.proteam.emerson.com or from Customer Service.
- No returns will be accepted after 90 days from the invoice date.
- All items returned must be in the original and resalable condition, shipped freight prepaid to ProTeam, and will be assessed a 20% restocking charge to cover a portion of the costs of receiving, inspection, testing, repackaging and administrative activity.
- No credit will be extended for any quantity greater than the amount authorized by ProTeam.